

### IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) A method for a network-based facility, the method comprising:
  - facilitating submission of a complaint to a network-based facility, the complaint being related to a ~~party in a failed transaction~~ that is not completed by a party;
  - facilitating a resolution of the complaint; ~~[[and]]~~
  - determining the complaint is not resolved;
  - updating a record associated with the failed transaction that is not completed by ~~[[with]]~~ the party, ~~if the complaint is not resolved, the updating the record including~~ indicating incrementing a count of failed transactions ~~related to~~ not completed by the party.
2. (Previously Presented) The method of claim 1, further comprising:
  - facilitating submission of a refund request if the complaint is not resolved.
3. (Previously Presented) The method of claim 2, wherein the facilitating of the submission of the refund request includes:
  - providing an interface to facilitate input of information for the refund request.
4. (Previously Presented) The method of claim 1, wherein facilitating the submission of the complaint includes:
  - providing an interface to facilitate input of information for the complaint.

5. (Original) The method of claim 1, wherein facilitating the resolution of the complaint includes:

notifying the party that the complaint has been submitted against the party.

6. (Currently Amended) The method of claim 1, further comprising:  
determining the count exceeds a predetermined count value;  
responsive to the determining, suspending the party from participating in future  
transactions with the network-based facility if the count exceeds a predetermined count  
value.

7. (Currently Amended) The method of claim 1, wherein the network-based facility is includes a network-based online auction facility and the transaction ~~[[is]]~~ includes a network-based online auction transaction.

8. (Currently Amended) A network based facility system comprising:  
a database to maintain a plurality of records of network-based transactions, the plurality  
of records including a first record; and

a processor to facilitate submission of a complaint, the complaint being associated with a ~~transaction~~ first record maintained by the database, the ~~transaction~~ first record relating to a ~~party who has failed to complete a transaction~~ failed transaction that has not been completed by a party, the processor to facilitate a resolution of the complaint, the processor to determine the complaint is not resolved and to update ~~[[a]]~~ the first record ~~associated with the party if the complaint is not resolved, the first~~ record indicating a count of failed transactions ~~related to~~ that have not been completed by the party.

9. (Previously Presented) The network-based facility of claim 8, wherein the processor is to facilitate submission of a refund request if the complaint is not resolved.

10. (Original) The network-based facility of claim 9, wherein the processor is to provide an interface to facilitate input of information for the refund request.

11. (Original) The network-based facility of claim 8, wherein the processor is to provide an interface to facilitate input of information for the complaint.

12. (Original) The network-based facility of claim 8, wherein the processor is to notify the party that the complaint has been submitted against the party.

13. (Currently Amended) The network-based facility of claim 8, wherein the processor is used to ~~suspend the party from participating in future transactions with the network-based facility if~~ determine the count exceeds a predetermined count value; and to suspend the party from participation in future transactions responsive to the determination.

14. (Currently Amended) The network-based facility of claim 8, wherein the network-based facility ~~[[is]]~~ includes a network-based online auction facility and the transaction is includes a network-based online auction transaction.

15. (Currently Amended) A machine-readable medium that provides instructions, which ~~if~~ when executed by a machine, cause the machine to ~~perform operations comprising:~~

~~facilitating~~ facilitate submission of a complaint to a network-based facility, the complaint being related to ~~a party who complete~~ a failed transaction that has not been completed by a party;

~~facilitating~~ facilitate a resolution of the complaint; ~~[[and]]~~

determine the complaint is not resolved;

~~updating~~ update a record associated ~~with the party if the complaint is not resolved~~ with the failed transaction that has not been completed by the party, the record indicating a count of failed transactions ~~related to~~ that have not been completed by the party.

16. (Currently Amended) The machine-readable medium of claim 15, further comprising instructions, ~~[[if]]~~ when executed by the machine, cause the machine to ~~perform operations~~ comprising:

determine the complaint is not resolved; and

facilitating facilitate submission of a refund request ~~if the complaint is not resolved.~~

17. (Currently Amended) The machine-readable medium of claim 16, further comprising instructions, ~~[[if]]~~ when executed by the machine, cause the machine to ~~perform operations~~ comprising:

~~providing~~ provide an interface to facilitate input of information for the refund request.

18. (Currently Amended) The machine-readable medium of claim 15, further comprising instructions, ~~[[if]]~~ when executed by the machine, cause the machine to ~~perform operations~~ comprising:

~~providing~~ provide an interface to facilitate input of information for the complaint.

19. (Currently Amended) The machine-readable medium of claim 15, further comprising instructions, ~~[[if]]~~ when executed by the machine, cause the machine to ~~perform operations~~ comprising:

~~notifying~~ notify the party that the complaint has been submitted against the party.

20. (Currently Amended) The machine-readable medium of claim 15, further comprising instructions, ~~[[if]]~~ when executed by the machine, cause the machine to ~~perform operations~~ comprising:

determine the count exceeds a predetermined count value; and

~~suspending~~ suspend the party to participate in future transactions with the network-based facility ~~if the count exceeds a predetermined count value.~~

21. (Cancelled)

22. (Currently Amended) The network-based facility of claim ~~[[21]] 28~~, ~~further comprising:~~  
the second means is for facilitating submission of a refund request if the complaint is not resolved.

23. (Currently Amended) The network-based facility of claim 22, wherein the ~~means for~~  
~~facilitating submission of the refund request includes:~~ the second means is for providing an interface to facilitate input of information for the refund request.

24. (Currently Amended) The network-based facility of claim ~~[[21]] 28~~, wherein the ~~means~~  
~~for facilitating the submission of the complaint includes:~~ second means is for providing an interface to facilitate input of information for the complaint.

25. (Currently Amended) The network-based facility of claim ~~[[21]] 28~~, wherein the ~~means~~  
~~for facilitating the resolution of the complaint includes:~~ the second means is for notifying the party that the complaint has been submitted against the party.

26. (Currently Amended) The network-based facility of claim ~~[[21]] 28~~, ~~further comprising:~~  
wherein the second means is for determining whether the count exceeds a predetermined count value; and means for suspending the party to participate in future transactions ~~with the network-based facility if the count exceeds a predetermined count value.~~

27. (Currently Amended) The network-based facility of claim ~~[[21]] 28~~, wherein the network-based facility ~~[[is]]~~ includes a network-based online auction facility and the failed transaction ~~[[is]]~~ includes a failed network-based online auction transaction.

28. (New) A network-based facility, comprising:
- a first means for maintaining a plurality of records of network-based transactions, the plurality of records including a first record; and
  - a second means for:
    - facilitating submission of a complaint, the complaint being associated with the first record relating to a failed transaction that has not been completed by a party;
    - facilitating a resolution of the complaint;
    - determining the complaint is not resolved; and
    - updating the first record to indicate a count of failed transactions that have not been completed by the party.
29. (New) The method of claim 1, wherein the party is a buyer and a reason the transaction is not completed includes the buyer failing to send a payment to the seller.
30. (New) The method of claim 1, wherein the party is a buyer and a reason the transaction is not completed includes the buyer sending a payment to the seller that was fraudulent.
31. (New) The method of claim 1, further comprising:
- determining the count exceeds a predetermined count value;
  - responsive to the determining, communicating a warning to the party of a suspension from participating in future transactions.
32. (New) The method of claim 31, further including receiving an appeal from the party and denying the appeal.
33. (New) The method of claim 31, further including receiving an appeal from a party and granting the appeal.

34. (New) The method of claim 32, further including decrementing the count of failed transactions not completed by the party responsive to the granting of the appeal.